



## City of Laguna Hills, CA

### Customer Success Story-Government

The City of Laguna Hills, CA is built on cattle grazing land originally given to government officials, and their friends, after Mexico gained its independence from Spain in 1821. Incorporation efforts began in 1987, and were achieved on December 20, 1991 when Laguna Hills officially became a City. New acres of land from the North Laguna Hills and Westside areas have since been added to the City as recent as September 18, 2000. The fact that the city's community center is built on one of the richest fossil sites in the United States has given rise to a fossil theme. Utilizing this wealth of fossil resources, the community center proudly displays its historic fossils to the public through tours. The City also boasts an artistic theme, with community highlights including a rotating art gallery for local artists to display their work. Furthering its artistic feel, the city has displayed a series of butterfly sculptures painted by students from the area.

*“Communication has improved as a result of electronic filing sharing. If the City Manager wants me to look for a staff report from 1996, it is much quicker to search for it in Questys.”*

Peggy Johns  
City Clerk  
The City of Laguna Hills

Being newly incorporated, City officials had the benefit of utilizing State of the Art technology to effectively organize important city records and documents. Since the very beginning, the City Clerk pushed for a document imaging system as its means of organization. However, the City Council was unable to approve it for their budget, and the City of Laguna Hills did not begin looking at solutions until 1998. It was then, that the City began accepting request for proposals from a variety of companies who could offer them the document imaging solution they sought for. After examining the benefits of each company the City of Laguna Hills chose Questys Solutions.

Today, the City of Laguna Hills utilizes Questys, a document management system that can be customized exclusively for government agencies. The software includes key features that assist the City Clerk's office with the following: agenda automation, publishing agenda packets to the internet, email integration, activity logs, and quick and easy database lookup. The City has also purchased Questys Capture, an add-on module capable of data entry automation and indexing. Capture has easily integrated into Questys as well as the city's other applications. It uses zonal OCR, barcode recognition, and text parsing to make the process of data entry more simplistic. Peggy Johns, City Clerk for the City of Laguna Hills, details their system of organization: “We use two database systems. We have Acutrack, our records management system. This tracks our hard files by its label making capabilities. And then we have Questys, that does all of our document imaging. And the one thing that ties the two systems together is the barcodes [created by Questys Capture].”

The City has a records retention schedule that dictates how long paperwork is to be kept. Each department, within the City, has an active filing shelf in which hard copies must be kept for a certain period of time. As they go through their archiving process, documents are sent down to the City Clerk's office for imaging into Questys. “Everything will eventually go into Questys; it is just a matter of when we are going to get it into there. For instance, everything that goes to council, we image into Questys directly after City Council meetings as our follow-up procedure. But everything else would get into Questys later. Each department has a schedule that they follow for archiving their files” states Johns.

Since its implementation, Questys Document Management has helped to improve employee productivity, as the time it takes to search for documents as been reduced to seconds. Because of this, employees at the City Clerk's office are able to focus on more important tasks. “Time is spent getting the documents into Questys... but when we want to search for something, it is much faster to search in Questys then to look for a file in somebody's department or desk drawer. It is a more efficient system [of organization]” states Johns. Because of the efficiency and organization it has created, the city of Laguna Hills has stated that they would recommend Questys Solutions to other organizations in need of a document management solution.

#### Overview:

##### Organization

The City of Laguna Hills

##### Location

Laguna Hills, CA

##### INDUSTRY

Government

##### NO. OF EMPLOYEES

130

##### BUSINESS CHALLENGE

- Newly incorporated city faced with effectively organizing its documents and records.

##### SOLUTION

- Questys Document Management: an intelligent and flexible electronic document management solution designed to improve productivity by simplifying the process of filing, storing and retrieving files.
- Questys Capture: data entry automation and indexing that easily integrates into Questys and other applications.
- Questys LegisStream: automates the entire agenda process, from creation of agendas and packets, to real time vote tabulation and meeting minutes. Entire packets can then be posted to the web.

##### RESULTS

- Searchable database has allowed employees quick access to the information they need.
- Questys Document Management base server has provided a means for file backup; thereby, increasing the ability to retain important documents.



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